

7.3A Z-CAN CLOSEOUT PROVIDER SCRIPT

SCRIPT FOR PROVIDER CALLS

Hello _____ ,

My name is _____ with the Z-CAN program. I am calling to ensure that you've received the notice that the Z-CAN program plans to end on September 23rd. Did you receive the Z-CAN e-mail sent on August 18th?

If yes: continue with script

If no: obtain e-mail from provider and re-send the letter immediately.

To confirm – the program is ending on September 23rd. Z-CAN was established as a short-term response to the Zika public health emergency in Puerto Rico. As you know, Z-CAN was originally planned to end in June of 2017. However, we were able to extend the timeline for Z-CAN in June. We had hoped to extend Z-CAN through yearend 2017, provided we were able to identify additional funding, but we have not been able to do so.

The last day to offer Z-CAN services is September 23rd. In the letter e-mailed to you, we provide additional information on unused contraceptive products, last day to submit forms, removal of LARC methods post Z-CAN and more. We know you may have questions about the transition, so we invite you to participate in an informational conference call on August 25, 2017, at 1 pm EST. During this conference call, we will go over all final dates and other important information. You will receive the call-in number via e-mail.

The impact of Z-CAN transformed the state of contraception access across the island, and we hope this program will contribute to contraception access sustainability in the future. We are proud of the work that has been achieved through Z-CAN, and these accomplishments would not have been possible without you.

Thanks for your continued support!

Information to Post on the Z-CAN and ALDP Sites

Posted August 24, 2017

IMPORTANT MESSAGE: Z-CAN was established in 2016 as a short-term response to the Zika public health emergency in Puerto Rico. Based on funding constraints, the Z-CAN program will officially end its service on September 23, 2017. (If you are a provider, please refer to the programmatic announcement sent to you by e-mail and mail for additional information). We are proud of what we have been able to accomplish together through Z-CAN, and we are extremely grateful for your participation.

**This was also used as the announcement language on ALDP Facebook page and posted in Spanish on both the website and Facebook.*

The end date for the Z-CAN program is approaching. After Sept. 23 we will no longer provide free services and birth control methods.